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3713

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PATENT

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Date: August 22, 2003

By: Sherry Duncan Bitler  
Sherry Duncan Bitler

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No.: 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

For: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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TECHNOLOGY CENTER R3700

Enclosed are the following documents:

- ☒ Corrected Response to Office Action; and
- ☒ Return receipt postcard.
- ☐ In accordance with 37 C.F.R. §1.97(b), no additional fee for submission of the IDS is required.
- ☐ In accordance with 37 C.F.R. §1.97(c), also enclosed is:
  - ☐ the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
  - ☐ a statement as specified in 37 C.F.R. §1.97(e).
- ☐ In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37 C.F.R. § 1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.
- ☐ A check for the total fee is attached.

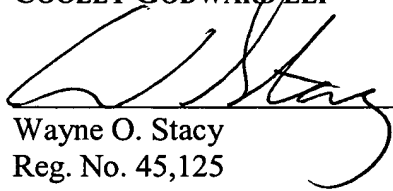
☐ Please charge \$\_\_\_\_\_ to Deposit Account No. 50-1283 for the total fee.  
This paper is being submitted in duplicate.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

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